

**CHIEF OF FIRE COMMUNICATIONS
STUDY GUIDE**

A written examination for the class of **CHIEF OF FIRE COMMUNICATIONS** to be administered in **ALEXANDRIA** on **JUNE 16, 2009**, will consist of approximately 100 multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
FIRE SERVICE MANAGEMENT Knowledge of the principles of effective fire service management including planning, organizing, directing and evaluating departmental operations; personnel management; public relations; and managing equipment and supplies.	28.0%
RECORDS/REPORTS/CORRESPONDENCE Knowledge of effective records-management practices for the communications department, including preparation, content, format, and control; and knowledge of effective report preparation procedures, including the compilation, analysis, and organization of data into an effective written format for reports or official correspondence.	8.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	32.0%
COMMUNICATIONS MANAGEMENT Knowledge of the operation of the fire communications center, including knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer.	32.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:

NATIONAL FIRE CODES/STANDARDS (NFC):

NFPA #1221 - Standard for the Installation, Maintenance, and Use of Public Fire Service Communications Systems: NFPA, 1999 edition.

MANAGEMENT IN THE FIRE SERVICE, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

OTHER RECOMMENDED PUBLICATIONS:

ALEXANDRIA FIRE COMMUNICATIONS MANUAL, STANDARD OPERATING PROCEDURES, 2009, Alexandria Fire Communications Division

EFFECTIVE SUPERVISORY PRACTICES, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.

ADVANCED SUPERVISORY PRACTICES, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material(mentioned in the study guides), nor do we feelconstrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.